



EMERGENCY MEDICAL TRANSPORTATION (EMTS) SUPERVISOR

Purpose:

To actively support and uphold the City's stated mission and values. To provide oversight of the business components of the medical transportation system including compliance with industry regulations, medical billing quality assurance, logistics, initial and on-going ambulance personnel training, data collection and analysis. To supervise the general performance of personnel assigned to ambulances.

Supervision Received and Exercised:

Receives general direction from the Medical Services Fire Deputy Chief.

Provides supervision over personnel assigned to the ambulance.

Essential Functions:

Duties may include, but are not limited to, the following:

- Provide quality assurance, and review for accuracy, EMS Patient Care Reports for medical billing and compliance purposes;
- Responsible for operational and financial performance monitoring and reporting;
- Provide management and oversight of medical reporting, billing, and collections processes;
- Actively coordinate with the Senior Fire Mechanic to ensure ambulances are properly maintained and vehicle downtime is minimized;
- Coordinate with Fire Service Inventory Technicians to manage EMS supply inventory and ensure that appropriate levels are maintained to support continual transportation operations;
- Coordinate with human resources on hiring, training, coaching, and professional development of new and existing ambulance personnel;

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Emergency Medical Transportation Services (EMTS) Supervisor (continued)

- Liaison with fire and medical stakeholders including private ambulance providers, automatic-aid partners, hospital networks, DHS, etc. as needed;
- Serve on related boards and/or committees as a representative of the TFMRD. May include the Arizona Ambulance Association, regional committees, etc.;
- Work with the Information Technology Division to manage and maintain communications equipment;
- Work with Medical Services to properly equip and train employees on new ePCR software/hardware;
- Monitor employee relations and work with the Medical Services Deputy Chief to identify trends and improve processes;
- Train EMT, Paramedics and other employees in industry-related subjects.

Minimum Qualifications:

Experience:

Three years of professional level administrative experience in the ambulance/rescue or similar industry including supervisory experience.

Education:

Equivalent to a Bachelor's degree from an accredited college or university in business administration, public administration, management, or a degree related to the core functions of the position.

Licenses/Certifications:

Emergency Medical Care Technician- Paramedic certified in the State of Arizona or Registered Nurse or Licensed Practical Nurse licensed to practice in the State of Arizona is preferred. Equivalencies will be reviewed on a case-by-case basis.

Examples of Physical and/or Mental Activities:

- Knowledge of local and state regulations pertaining to ambulance operations
- Knowledge of electronic patient care reporting (ePCR)
- Knowledge of medical billing practices and compliance
- Knowledge of HIPPA law
- Knowledge of contemporary Community Paramedicine and Mobile Integrated Healthcare concepts
- Knowledge of TFMRD SOPs and COT Personnel Rules.

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Emergency Medical Transportation Services (EMTS) Supervisor (continued)

- Skilled in public speaking, report writing and record keeping
- Skilled in research, analytics, and collecting, arranging and reporting statistics
- Ability to communicate effectively in oral and written forms
- Ability to work effectively under deadlines and prioritize work
- Ability to maintain detailed and accurate records
- Ability to teach, coach, mentor and motivate subordinates.
- Ability to analyze and evaluate administrative needs, identify problems, and develop feasible solutions
- Ability to provide exceptional customer service
- Ability to use personal computers and applications with strong command of Microsoft Word, Excel, PowerPoint, Microsoft Windows, Outlook and other common and contemporary business platforms
- Ability to maintain confidentiality and use discretion when dealing with sensitive issues
- Ability to establish and maintain effective working relationships with employees, coworkers, other agencies and the public

Competencies:

Job Code: 556

Status: Exempt / Classified

Effective March 2017